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CONFIRMATION NO. 8268

<b>SERIAL NUMBER</b> 10/733,137	<b>FILING OR 371(c) DATE</b> 12/11/2003 <b>RULE</b>	<b>CLASS</b> 379	<b>GROUP ART UNIT</b> 2614	<b>ATTORNEY DOCKET NO.</b> 07117.105017
<b>APPLICANTS</b> Rick Baggenstoss, Decatur, GA; John C. C. McIlwaine, Alpharetta, GA; Jennifer C. East, Alpharetta, GA; Lisa Marie Foley, Atlanta, GA;				
<b>** CONTINUING DATA *****</b> This application is a CIP of 10/602,804 06/24/2003 which is a CON of 09/442,207 11/16/1999 PAT 6,628,777 <i>yes R.S</i>				
<b>** FOREIGN APPLICATIONS *****</b> <i>NONE R.S</i>				
<b>IF REQUIRED, FOREIGN FILING LICENSE GRANTED** SMALL ENTITY **</b> ** 03/17/2004				
Foreign Priority claimed <input type="checkbox"/> yes <input checked="" type="checkbox"/> no 35 USC 119 (a-d) conditions met <input type="checkbox"/> yes <input checked="" type="checkbox"/> no <input type="checkbox"/> Met after Allowance	STATE OR COUNTRY GA	SHEETS DRAWING 18	TOTAL CLAIMS 45	INDEPENDENT CLAIMS 6
<b>ADDRESS</b> Michael L. Wach Patent Agent KING & SPALDING LLP 191 Peachtree Street, N.E., 45th Floor Atlanta, GA30303				
<b>TITLE</b> Managing the selection of performance interventions in a contact center				
<b>FILING FEE RECEIVED</b> 804	FEES: Authority has been given in Paper No. _____ to charge/credit DEPOSIT ACCOUNT No. _____ for following:		<input type="checkbox"/> All Fees <input type="checkbox"/> 1.16 Fees ( Filing ) <input type="checkbox"/> 1.17 Fees ( Processing Ext. of time ) <input type="checkbox"/> 1.18 Fees ( Issue ) <input type="checkbox"/> Other _____ <input type="checkbox"/> Credit	